



# Baldrige in Georgia

- 12 Georgia applicants for the Baldrige Award (2005–2021)
- 1 Georgia applicant in 2021 represents 5,043 jobs, 10 work locations, and over \$1 billion in revenues/budgets.
- 9 Baldrige examiners from Georgia volunteered about \$202,500 in services in 2021, and 7 Baldrige examiners from Georgia volunteered about \$157,500 in services in 2022.

## Baldrige Award Recipients in Georgia

The Ritz-Carlton Hotel Company (now part of Marriott International), service business, 1999 and 1992  
Wellstar Paulding Hospital, health care, 2020

### Featured Baldrige Award Recipient



Wellstar Paulding Hospital is a community hospital located in Hiram that provides inpatient and outpatient care and emergency services through an acute care hospital and two connected medical office buildings. The organization has a net patient revenue of \$160 million and a workforce of 997 employees (742 clinical, 255 non-clinical/support), 400 physicians, and 105 volunteers.

### Highlights

- Top 10% for mortality index in the national IBM Watson Health Top 100 Hospitals® index
- Top 10% for pressure ulcer rate in the national health care analytics Midas DV database, with a rate of zero from 2018 to 2020
- Top 10% on several key measures of inpatient and outpatient engagement
- 91% on the Great Place to Work Trust Index Survey from team members in FY2019
- Grade A rating since 2017 from Leapfrog, a national hospital-rating organization focused on safety

## Baldrige-Based Award Programs Serving Georgia

The [Alliance for Performance Excellence](#) is a nonprofit national network of Baldrige-based organizations with a mission to grow performance excellence in support of a thriving Baldrige community. Alliance members include Baldrige-based programs that use the Baldrige Excellence Framework to serve organizations from all sectors in their region, state, or a specific industry. These programs annually evaluate and recognize over 1,000 organizations and serve as the feeder system for the national Baldrige Award.

The [Florida Sterling Council](#), an Alliance for Performance Excellence member founded in 1992, advocates for and recognizes performance excellence for business, education, health care, manufacturing, and service organizations across Florida and Georgia. It manages the Governor's Sterling and Georgia Oglethorpe Award.

The [AHCA/NCAL National Quality Award Program](#), an Alliance for Performance Excellence member, provides a pathway toward performance excellence for providers of long-term and post-acute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

## Governor's Sterling and Georgia Oglethorpe Award Recipients in Georgia

Wellstar Kennestone Hospital

Wellstar Paulding Hospital

## AHCA/NCAL National Quality Award/Recognition Recipients in Georgia

Abercorn Rehabilitation Center (Bronze, 2021)  
Anderson Mill Health and Rehab. Ctr. (Bronze, 2021)  
Ansley Park Health & Rehabilitation (Bronze, 2022)  
Appling Nursing and Rehabilitation Pavilion (Bronze, 2022)  
Autumn Lane (Bronze, 2021)  
Avalon Health & Rehab. (Bronze, 2022)  
Azalea Health & Rehab. Center (Silver, 2021)  
Azalealand Nursing and Rehab. (Silver, 2019)  
Brentwood Health & Rehabilitation (Bronze, 2021)  
Berman Commons (Silver, 2020)  
Bolingreen Health & Rehabilitation (Bronze, 2022)  
Brightmoor Nursing Center (Bronze, 2020)  
Brown Health and Rehabilitation (Bronze, 2021)  
Budd Terrace at Wesley Woods (Bronze, 2022)  
Calhoun Nursing Home (Silver, 2019)  
Camellia Health and Rehabilitation (Bronze, 2021)  
Cartersville Center for Nursing and Healing (Bronze, 2020)  
Chelsey Park Health and Rehab. (Silver, 2019)  
Cherry Blossom Health and Rehabilitation (Bronze, 2021)  
Christian City Skilled Nursing and Rehab. (Bronze, 2020)  
Church Home Rehab. and Healthcare (Silver, 2020)  
The Cohen Home (Silver, 2020)  
Colquitt Regional Senior Care & Rehab. (Bronze, 2021)  
Comer Health and Rehab. (Gold, 2018)  
Crestview Health & Rehab. Center (Bronze, 2022)  
Dawson Manor Nursing Home Inc (Bronze, 2021)  
Delmar Gardens of Gwinnett (Bronze, 2020)  
Delmar Gardens of Smyrna (Bronze, 2020)  
Eagle Health & Rehab. Center (Bronze, 2022)  
Eatonton Health Care (Bronze, 2021)  
Effingham Care and Rehab. Center (Bronze, 2022; Gold, 2015)  
Florence Hand Home (Bronze, 2022)  
Fountainview Center for Alzheimer's Disease (Bronze, 2020)  
Glenwood Health and Rehab. Center (Bronze, 2020)  
Greene Point Health and Rehabilitation (Bronze, 2021)  
Harrington Park Health & Rehab. (Bronze, 2022)  
Hartwell Health and Rehab. (Silver, 2019)  
Heritage Inn of Sandersville (Bronze, 2021)  
High Shoals Health and Rehab. (Silver, 2021)  
Jonesboro Nursing and Rehab. Center, LLC (Silver, 2020)  
Keysville Nursing Home and Rehab. Center (Bronze, 2020)  
Lake City Nursing and Rehabilitation (Bronze, 2021)  
Legacy Health and Rehab. (Silver, 2020)  
Lynn Haven Health & Rehabilitation (Bronze, 2022)  
Magnolia Manor on the Coast (Bronze, 2021)  
Magnolia Manor of Columbus—East (Silver, 2020)  
Magnolia Manor of Columbus—West (Silver, 2020)  
Magnolia Manor of Macon (Bronze, 2020)  
Magnolia Manor of Marion County (Gold, 2021)  
Magnolia Manor Methodist Nursing Ctr. (Silver, 2021)  
Magnolia Manor of Midway (Bronze, 2022)  
Magnolia Manor Retirement Center (Bronze, 2020)  
Magnolia Manor South (Bronze, 2020)  
Manor Care Rehab. Center—Decatur (Bronze, 2020)  
Mattie H. Marshall Center—Memory Care (Silver, 2020)  
Meadowbrook Health and Rehab. (Silver, 2020)  
Meadows Park Health and Rehab. (Silver, 2020)  
Medical Management Health and Rehab. (Bronze, 2021)  
Miller Nursing Home (Silver, 2019)  
Montezuma Health & Rehabilitation (Bronze, 2022)  
Newnan Health & Rehab. Ctr. (Bronze, 2022)  
NHC HealthCare, Fort Oglethorpe (Silver, 2020)  
The Oaks—Carrollton (Assisted Living) (Silver, 2020)  
The Oaks—Peake (Assisted Living) (Bronze, 2020)  
Oakview Health and Rehabilitation (Bronze, 2022)  
Oceanside Health and Rehabilitation (Bronze, 2022)  
Oxley Park Health and Rehab. (Silver, 2019)  
Palemon Gaskin Memorial Nursing Home (Bronze, 2021)  
Parkwood Developmental Center (Bronze, 2020)  
PruittHealth—Ashburn (Bronze, 2020)  
PruittHealth—Athens Heritage (Bronze, 2021)  
PruittHealth—Augusta Hills (Bronze, 2020)  
PruittHealth—Austell (Silver, 2020)  
PruittHealth—Blue Ridge (Bronze, 2022)  
PruittHealth—Brookhaven (Bronze, 2020)  
PruittHealth—Crestwood (Bronze, 2020)  
PruittHealth—Eastside (Bronze, 2021)  
PruittHealth—Fairburn (Bronze, 2022)

## AHCA/NCAL National Quality Award/Recognition Recipients in GA, continued

PruittHealth—Fitzgerald (Bronze, 2022)	Rome Health and Rehabilitation Center (Bronze, 2021)
PruittHealth—Fort Oglethorpe (Bronze, 2021)	Rose City Health and Rehabilitation (Bronze, 2021)
PruittHealth—Franklin (Bronze, 2021)	Salude ... The Art of Recovery (Bronze, 2020)
PruittHealth—Greenville (Bronze, 2020)	Sandy Springs Health and Rehab. (Bronze, 2020)
PruittHealth—Griffin (Silver, 2021)	Savannah Beach Health and Rehabilitation (Bronze, 2022)
PruittHealth—Jasper (Silver, 2020)	Scott Health & Rehab. Center (Silver, 2021)
PruittHealth—LaFayette (Bronze, 2020)	Sparks Inn Assisted Living (Silver, 2020)
PruittHealth—Lakehaven (Silver, 2021)	Spring Harbor at Green Island (Bronze, 2021)
PruittHealth—Lilburn (Bronze, 2020)	Stevens Park Health & Rehab. Ctr. (Silver, 2021)
PruittHealth—Magnolia Manor (Bronze, 2020)	Syl-View Rehab. and Memory Care Center (Silver, 2020)
PruittHealth—Moultrie	Taylor County Health and Rehab. (Silver, 2021)
PruittHealth—Old Capitol (Bronze, 2021)	The Oaks Bethany Assisted Living (Silver, 2021)
PruittHealth—Peake (Bronze, 2020)	Thomson Health and Rehab (Silver, 2020)
PruittHealth—Rome (Bronze, 2020)	Townsend Park Health and Rehab. (Silver, 2019)
PruittHealth—Savannah (Bronze, 2020)	Treutlen County Health and Rehabilitation (Gold, 2020)
PruittHealth—Sylvester (Bronze, 2020)	Twin Oaks Convalescent Center (Bronze, 2021)
PruittHealth—Swainsboro (Bronze, 2021)	Vista Park Health & Rehab. (Bronze, 2022)
PruittHealth—Toccoa (Bronze, 2022)	Waycross Health & Rehab. (Silver, 2021)
PruittHealth—Valdosta (Bronze, 2021)	Wellstar Paulding Nursing Center (Silver, 2020)
PruittHealth—Washington (Bronze, 2022)	Westbury Health and Rehab.—Conyers (Bronze, 2020)
PruittHealth—West Atlanta (Bronze, 2021)	Westbury Health and Rehab.—McDonough (Bronze, 2020)
Quinton Memorial Health and Rehab. (Bronze, 2020)	Westbury Medical Care Home (Bronze, 2020)
Randolph County Health and Rehabilitation (Bronze, 2022)	The William Breman Jewish Home (Silver, 2020)
Rehabilitation Center of South Georgia (Bronze, 2022)	Wrightsville Manor Nursing Home (Bronze, 2020)
Rockmart Health (Bronze, 2022)	Zebulon Park Health & Rehabilitation (Bronze, 2021)

## Baldrige in the U.S.

- U.S. organizations applying for the Baldrige Award have received 1,791 feedback reports detailing organizational strengths and opportunities for improvement.
- 124 Baldrige Award recipients have shared their role-model practices with other organizations.
- 2010–2021 Baldrige Award applicants represent 687,115 U.S. jobs, 5,086 work sites, more than \$193 billion in revenues/budgets, and about 614 million customers served.
- 103 national Baldrige examiners volunteered roughly \$2.3 million in services in 2022.
- In 2019, 29 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,598 organizations using 1,686 volunteer examiners.

## Sample Achievements by Baldrige Award Recipients

- Average customer satisfaction for services **higher than 4.5 out of 5** since 2017 (MESA)
- **Highest possible credit rating** from Standard & Poor's and Moody's since 1994 (City of Germantown, TN)

- **Growth in revenue** from **\$41 million to \$265 million** over 10 years (PricewaterhouseCoopers Public Sector Practice [now Guidehouse])
- Estimated **cost savings of \$225 million annually** through time reductions resulting from process and performance improvements (Lockheed Martin Missiles and Fire Control)
- **5-star rating** (the highest) from the Centers for Medicare and Medicaid Services (GBMC HealthCare System)
- **Outperforms local and national comparators** for attainment of associate degrees and certificates by **more than 200%** (Howard Community College)
- Over 4 years, **100% of customers surveyed would recommend the company** to others (Stellar Solutions)

## The Baldrige Performance Excellence Program

Created with Congressional authorization in 1987, the Baldrige Program helps organizations improve and succeed in the global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the Baldrige community, the Baldrige Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by trained experts, workshops on how to improve, and events that showcase best management practices.

The data presented, in some cases, are estimates of the best available information.

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